



Course Code THOM375	Course Title Casino Management	ECTS Credits 6
Department Hospitality , Tourism and Sports Management	Semester Fall / Spring	Prerequisites Senior
Type of Course Elective	Field Hospitality/Business	Language of Instruction English
Level of Course 1 st Cycle	Year of Study 3rd	Lecturer Yianna Orphanidou
Mode of Delivery face-to-face	Work Placement N/A	Co-requisites None

Objectives of the Course:

The main objectives of the course are to:

- Demonstrate broad-based skills including the application of casino specific management and leadership skills
- Demonstrate and understand fundamental accounting and financial management concepts of casino management
- Identify and develop the core concepts of customer service awareness and be able to provide a positive customer service attitude in all casino operations.
- Identify staffing needs within the organizational structure of typical gaming operations. Demonstrate a basic understanding of the law, the court system and procedure as they pertain to hospitality and casino concerns.
- Demonstrate the ability to use on-line resources to research and prepare written assignments.

Learning Outcomes:

After completion of the course students will be expected to be able to:

1. **Demonstrate knowledge of the history of gaming.** (students should be able to understand the evolution in the area of casino industry)
2. **Explain the relation of casino operations to the hospitality industry.** (students should acquire knowledge of the importance of casino industry as a part of the hospitality)
3. **Analyse, evaluate and discuss several aspects, development and trends which have affected the gaming industry in recent years and which will continue to have an impact on the industry in the future.** (students should be able to generalise understanding in relation to the changes and trends that influence the industry)
4. **Identify future issues surrounding the gaming industry.** (students

will acquire the necessary knowledge and understanding be able to identify future developments and issue in gaming industry)

5. **Describe and demonstrate knowledge of the primary casino games: Black Jack, Baccarat, Roulette, Crabs, Poker, Keno** (students would have the skills to understand basic rules and principles of casino games)
6. **Describe and analyse the role of the non-casino divisions (Food and Beverage, Accounting, Human Resources, Rooms Division, Marketing and Sales, Engineering and Maintenance, Security) to the overall success of the casino operation.** (students will have the skills and knowledge in identify the role of each position and department in a casino establishment)
7. **Discuss and analyse the economic impact of gaming to the local economies.** (students should acquire knowledge and be able to critical analyse the impacts of casino for the local economy)
8. **Identify and discuss the primary social and cultural concerns regarding gaming.** (students should be able to identity ,discuss and understand issues such gambling addiction)
9. **Describe the organization, structure and the primary functional areas of casino operation.** (students should be able to design an organizational chart for casino establishments)
10. **Identify and describe the role of the primary casino areas of Casino Marketing, Slot Marketing, Game Operations (Slots and Table Games) Casino Credit and Surveillance.** (students should acquire knowledge in the role and significance of the primary casino sections)

Course Contents:

1. **Introduction to Casino Management:** Explain the casino industry environment, major casino destinations
2. **The History of Modern Gaming :** Involves the history of gaming from ancient times till our days, identify the revolution and also the cultural characteristics of gambling)
3. **Casino Organizational Structure:** An understanding of the different types of casino – independent or casino hotels, limited or full license.
4. **Gaming Regulation Controls :** Explain the legislation bodies evaluate and issue casino license , control measures
5. **Casino Cage, Credit and Collection:** Involves the major procedures of casino , cash management- credit policies and collection of money
6. **Slot Management:** Explain and identify how slot establishments operate – slot section as the most profitable area of the casino, how to increase participation and control profit margin
7. **Introduction to Table Games:** Explain different casino games such as Baccarat, Pai Gow, Poker ,Roulette, Dice, Blackjack and Keno
8. **Casino Marketing:** The importance of marketing, limitations based on legislation and jurisdiction laws.
9. **The economic, social and cultural impacts:** In depth understanding of the impacts of the casino industry – positive or negative

Learning Activities and Teaching Methods

PowerPoint Lectures, assignments, practical exercises, student presentations/
assignment

Required Textbooks/Reading:

Author	Title	Publisher	Year	ISBN
Kathryn Hashimoto	Casino Management: A Strategic Approach	Prentice Hall	2008	-10: 0131926721

Recommended Textbooks/Reading:

Author	Title	Publisher	Year	ISBN
Hashimoto,K,Kline,S and Fenich, G	Casino Management: Past, Present and Future.	Kendall/Hunt Publishing Company	1998	978-0787245184
Lincoln H. Marshall, Dennivs P Rudd	Introduction to Casino and Gaming Operations	Prentice Hall	1999	978-0139795688
Uni. of Nevada Las Vegas U , William F Harrah College of Hotel Administration International gaming Institute	The Gaming Industry: Introduction and Perspectives	Wiley	1996	978-0471129271